

## Using Outlook Web Access (OWA)

Using Outlook Web Access (OWA) is a straightforward process, but there are some considerations that must be taken into account each time OWA is used. Those considerations will be discussed throughout this document, but the two most critical ones are:

You must click on the **Log Off** icon when exiting from OWA before closing the browser window. Otherwise, your session will remain open for a short period of time and someone else signing into OWA may get your open session and access your mail.



You should avoid using OWA from public locations or kiosks. If you must access OWA from one of these locations, assume that your password has been compromised and change it immediately.

## Background

Outlook Web Access 5.5 provides secure access to e-mail. Users who are away from their personal computers can use OWA to gain secure access to their Microsoft Exchange Server information from any browser.

Outlook Web Access is not designed to satisfy advanced e-mail requirements addressed by the Outlook client. It is not intended to replace the full-featured Outlook client, but to allow remote access to e-mail. Outlook Web Access does have its limitations. Below lists the features that are not supported with OWA:

- ❑ *E-mail*. Personal address book, spell checking, auto-resolve addresses, Microsoft Exchange Server digital encryption or signature support, S/MIME support. It also does not include replied and forwarded flags in list view, message flags and inbox rules, three-pane view, drag and drop to folder, search for messages, and Microsoft Office integration.
- ❑ *Calendar and group scheduling*. Monthly view and other customized views of calendar, display discontinuous days side by side, appointment list views, view details with free and busy, drag and drop to move appointments, track acceptance of meeting attendees, all-day or multiple-day events, task lists and task management, and export to external devices.
- ❑ *Off-line usage*. Personal folder (.PST) files or off-line folder (.OST) files.

## Benefits

- ❑ No installation of client software such as Outlook.
- ❑ No configuration maintenance at the client end.
- ❑ Users can access their e-mail from any Internet connection or ISP.

With Outlook Web Access, users can do the following:

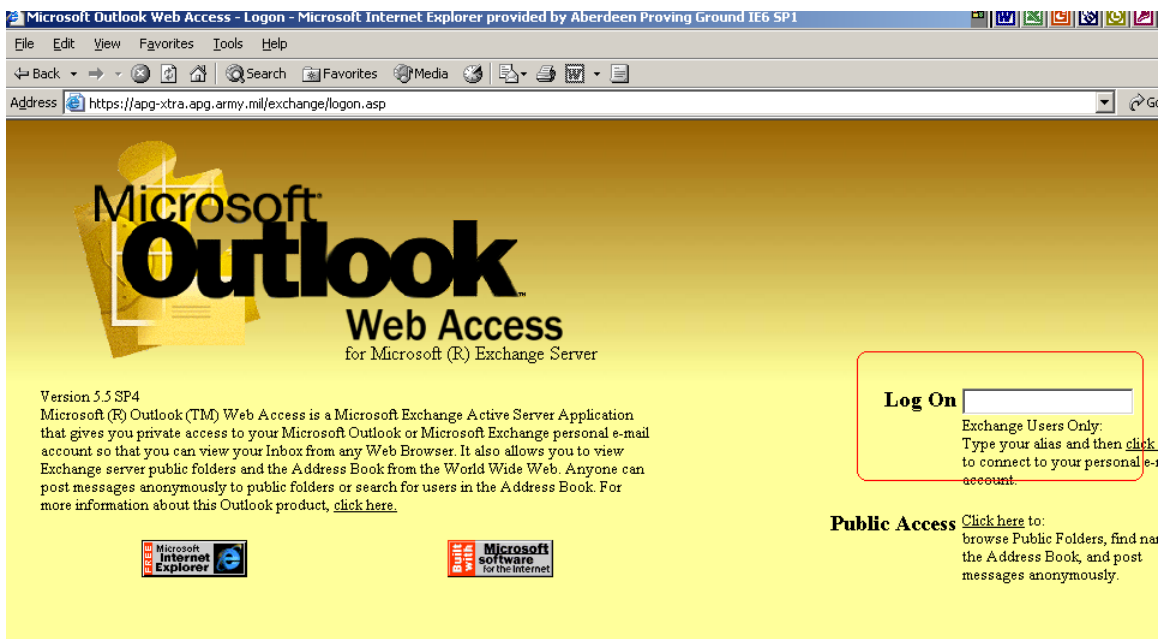
- ❑ **Use basic e-mail**. Address mail using the Microsoft Exchange Server global address book, send and receive file attachments and hyperlinks, set message priority, request delivery and read receipts, set up hierarchical folders and the Outlook toolbar, and group and sort messages based on standard fields or conversation thread.
- ❑ **Access basic calendar and group scheduling features**. Create one-time and recurring appointments in a personal calendar, access day and week views, see free and busy times for multiple users and resources while scheduling a meeting, and automatically send and respond to meeting requests.
- ❑ **Access basic public folders**. Access custom views in table format or group and sort messages in a folder based on standard fields.
- ❑ **Find Name address book searches**. Perform simple searches of names in the Address book.

Here are the steps to accessing OWA:

1. In your Internet browser, click the OWA link.
2. Click YES on the below Security Alert:




3. Next, you will see the Outlook Web Access “Log On” screen. Enter your logon account name here.



4. Enter your user name and password in the following format

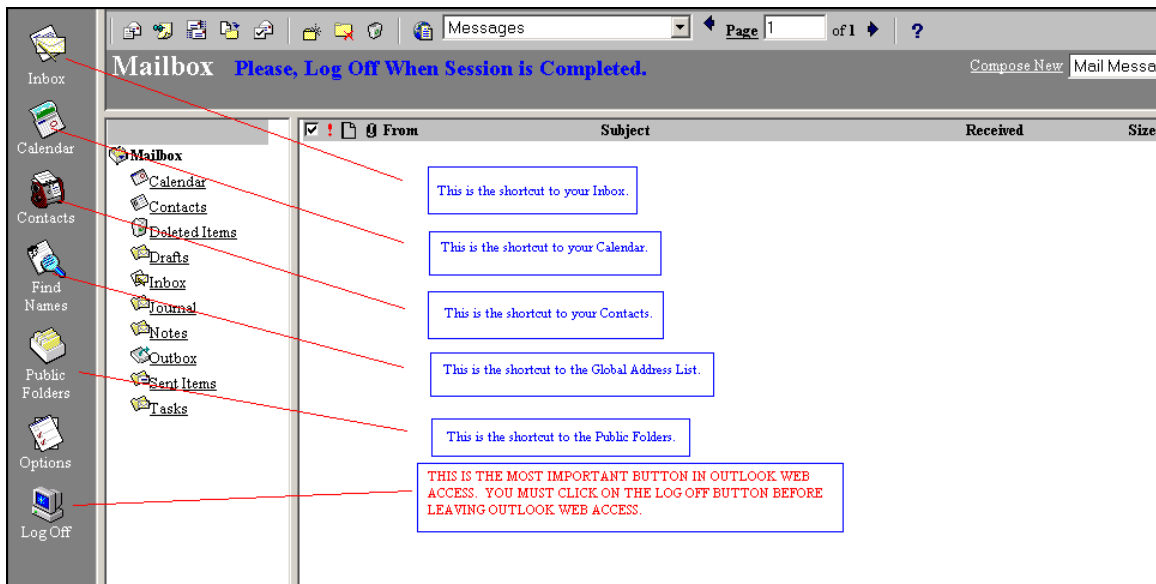
**User Name:** *domain\logonname*

**Password:** *your logon password*



The image shows a Windows-style dialog box titled "Enter Network Password". It contains a key icon and the text "Please type your user name and password." Below this are fields for "Site:" and "Realm:", both of which are currently empty. There are also input fields for "User Name" (containing "domain\username") and "Password" (containing "xxxxxxxxxxxx"). At the bottom, there is a checkbox labeled "Save this password in your password list" which is unchecked. "OK" and "Cancel" buttons are at the bottom right.

5. Outlook Web Access provides multiple shortcuts to many common Outlook folders including your Inbox, Calendar, Contacts, Public Folders and the Address Book (Find Names), as well as the most important shortcut – the Log Off icon. You also have the Options icon for simple tasks such as the Out of the Office message. Note that you do not have access to Personal Folders or other people's folders through the OWA interface.



6. Normally, OWA will start you in your Inbox view as illustrated below.

The following are highlights of this screen:

**Compose New Mail Message** – This icon is used to create a new mail message.

**Compose New Post Message** – This icon is used to post new messages into a Public Folder.

**Check for New Mail** – Similar to a “refresh”, this option will contact the Exchange server to check for any new messages.

**Move/Copy Folder** – This is not something that would normally be done remotely.

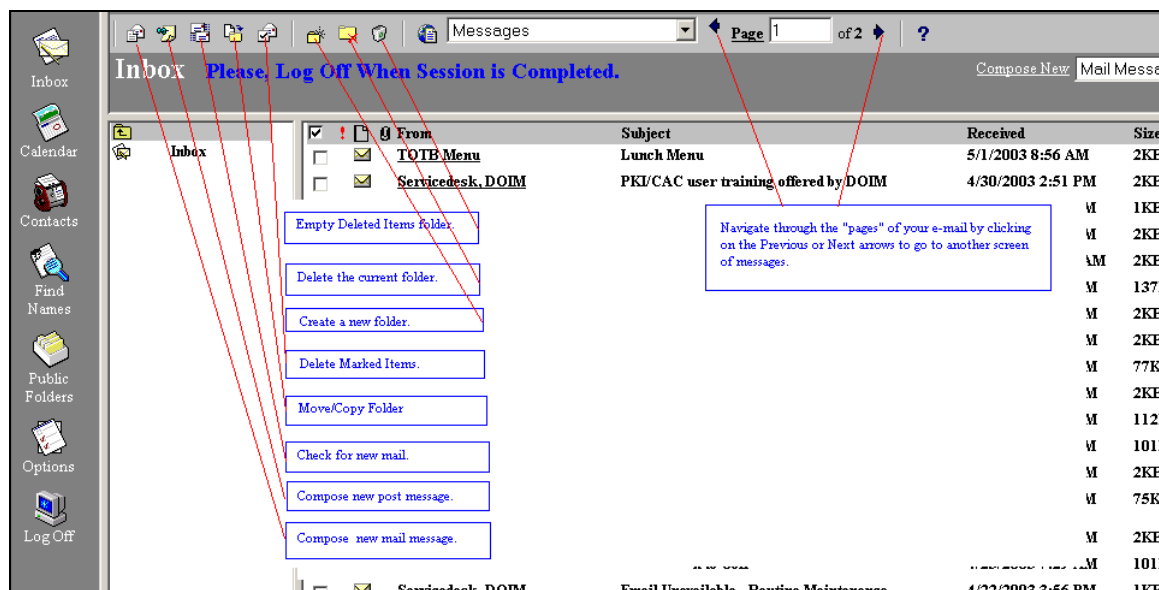
**Delete Marked Items** - This option is used to delete all marked items and will be illustrated next.

**Create a New Folder** – This icon is used to create new folders or sub-folders.

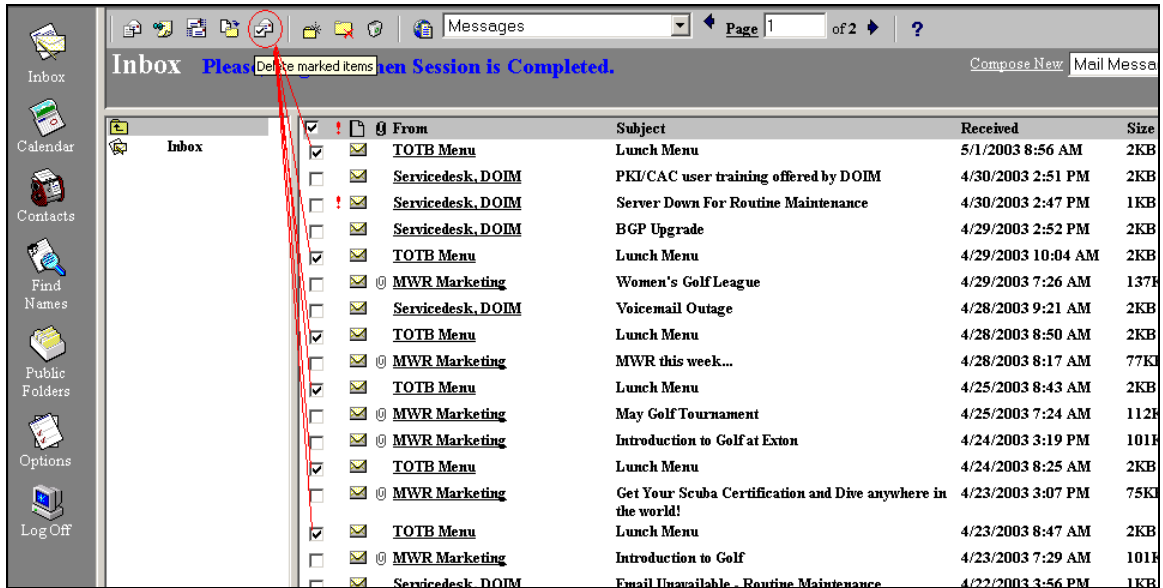
**Delete the Current Folder** – This icon is used to delete the selected folder or sub-folder.

**Empty Deleted Items Folder** – This icon provides an easy way to empty all your Deleted Items.

**Previous and Next Navigation Buttons** - These are used to navigate back and forth between pages of messages.



7. Often the first thing that you will want to do is delete any unnecessary e-mail messages. In this example, we will delete all the “Lunch Menu” messages. We check the messages we want to delete, then click on the Delete Marked Items icon. When you click this button. The messages will be deleted and the page refreshed. PLEASE be patient while the page refreshes.



8. To open a message, double click on the desired message.

The following are highlights of the opened message:

**Reply to Sender** – This icon allows you to reply to the sender of this e-mail.

**Reply to All** – This icon allows you to reply to all addressees of this e-mail.

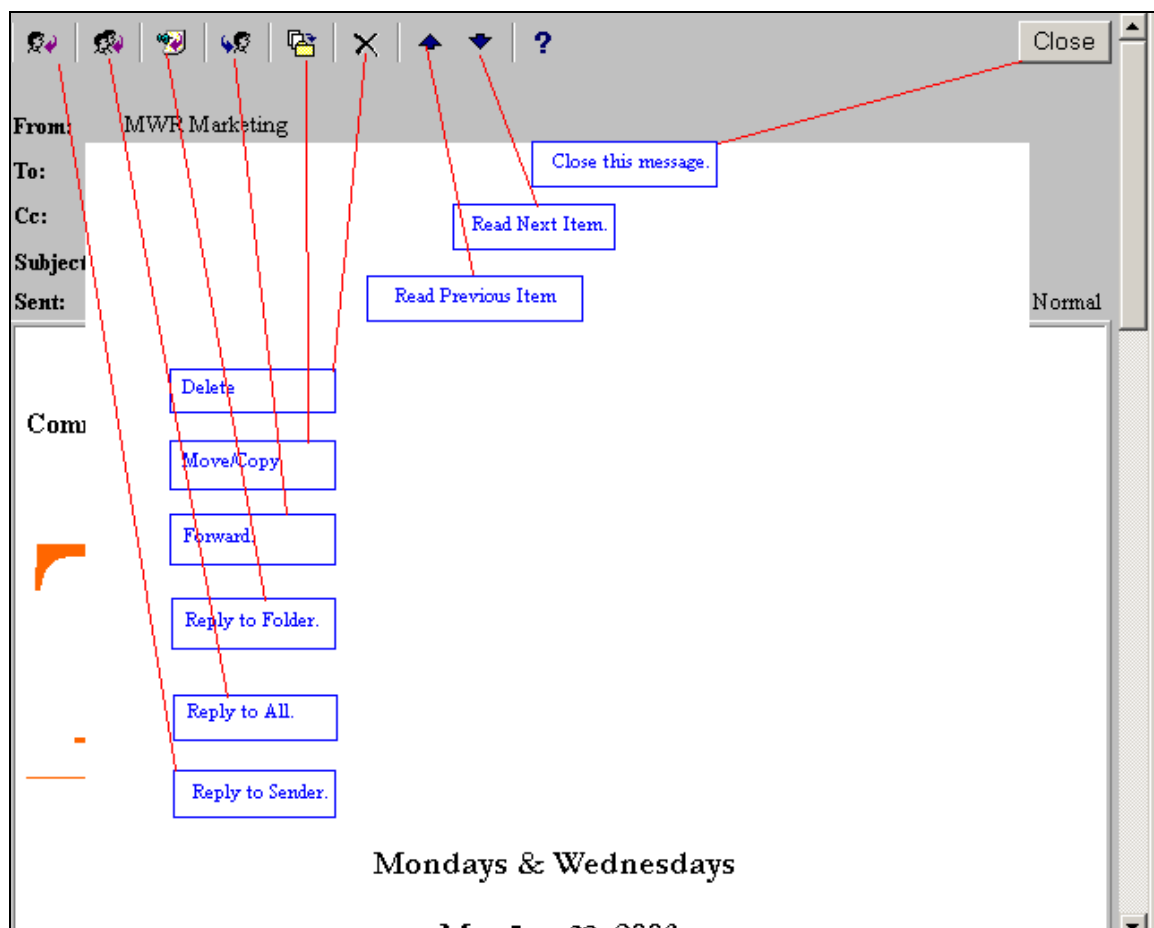
**Reply to Folder** – Post of reply to a Public Folder.

**Forward** – Forward this message to someone else.

**Move/Copy** – Move or Copy this message to another location.

**Delete** – Delete this message. Although you may delete the message here, it will continue to be displayed on your browser until you refresh the screen.

When you have finished reading the message, click on CLOSE to close that message.



9. You can use the Find Names function to search the Exchange Address Book for a user's e-mail address. Simply by entering something into one of the Search fields and clicking on the Find button. If multiple recipients are found meeting the search criteria, a selection will be presented as indicated below. Click on the appropriate person.

## Find Names

Display Name:

First Name:

Last Name:

Title:

Alias Name:

Company:

Department:

Office:

City:

State:

Country:

Find

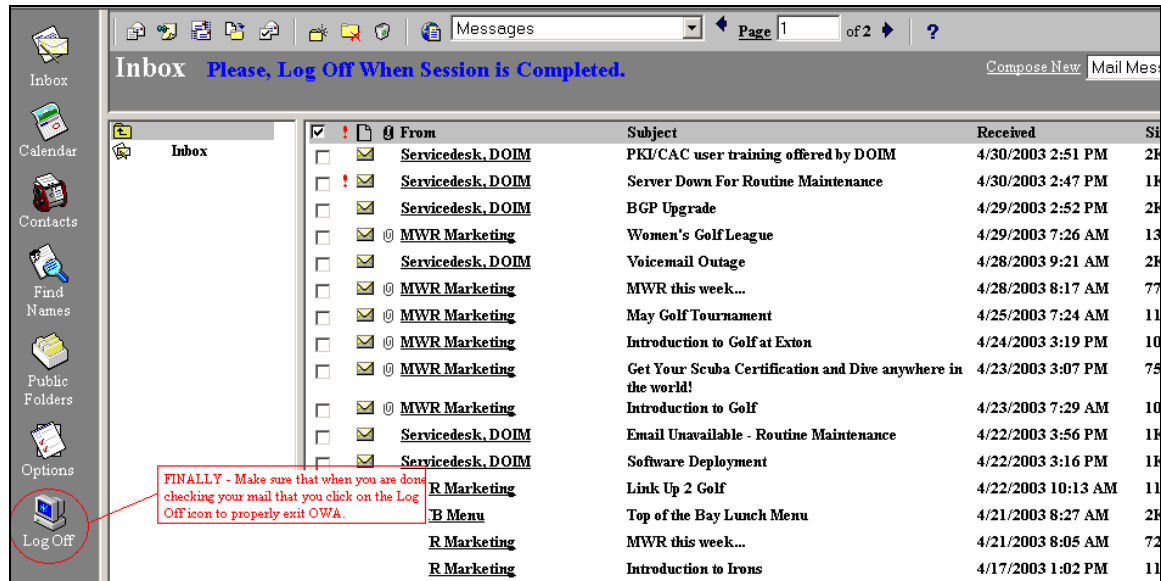
Close

Help

Name	Phone	Alias	Department	Office
<u>Newuser, Joseph</u>		NewuserJ		
<u>Newuser, Robert</u>		NewuserR		



10. Finally, when you are done checking your mail, click on the **Log Off** icon, to properly exit OWA, then close your Internet browser as normal.



**Inbox Please, Log Off When Session is Completed.**

Compose New Mail Mes

	From	Subject	Received	Size
<input type="checkbox"/>	<a href="#">Servicedesk, DOIM</a>	PKI/CAC user training offered by DOIM	4/30/2003 2:51 PM	2K
<input type="checkbox"/>	<a href="#">Servicedesk, DOIM</a>	Server Down For Routine Maintenance	4/30/2003 2:47 PM	1K
<input type="checkbox"/>	<a href="#">Servicedesk, DOIM</a>	BGP Upgrade	4/29/2003 2:52 PM	2K
<input type="checkbox"/>	<a href="#">MWR Marketing</a>	Women's Golf League	4/29/2003 7:26 AM	13
<input type="checkbox"/>	<a href="#">Servicedesk, DOIM</a>	Voicemail Outage	4/28/2003 9:21 AM	2K
<input type="checkbox"/>	<a href="#">MWR Marketing</a>	MWR this week...	4/28/2003 8:17 AM	77
<input type="checkbox"/>	<a href="#">MWR Marketing</a>	May Golf Tournament	4/25/2003 7:24 AM	11
<input type="checkbox"/>	<a href="#">MWR Marketing</a>	Introduction to Golf at Exton	4/24/2003 3:19 PM	10
<input type="checkbox"/>	<a href="#">MWR Marketing</a>	Get Your Scuba Certification and Dive anywhere in the world!	4/23/2003 3:07 PM	75
<input type="checkbox"/>	<a href="#">MWR Marketing</a>	Introduction to Golf	4/23/2003 7:29 AM	10
<input type="checkbox"/>	<a href="#">Servicedesk, DOIM</a>	Email Unavailable - Routine Maintenance	4/22/2003 3:56 PM	1K
<input type="checkbox"/>	<a href="#">Servicedesk, DOIM</a>	Software Deployment	4/22/2003 3:16 PM	1K
<input type="checkbox"/>	<a href="#">R Marketing</a>	Link Up 2 Golf	4/22/2003 10:13 AM	11
<input type="checkbox"/>	<a href="#">B Menu</a>	Top of the Bay Lunch Menu	4/21/2003 8:27 AM	2K
<input type="checkbox"/>	<a href="#">R Marketing</a>	MWR this week...	4/21/2003 8:05 AM	72
<input type="checkbox"/>	<a href="#">R Marketing</a>	Introduction to Irons	4/17/2003 1:02 PM	11

**Log Off**

FINALLY - Make sure that when you are done checking your mail that you click on the Log Off icon to properly exit OWA.